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Employer-Sponsored Vanpooling In Ontario -- An Inventory '86

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L. Gallant
Share-A-Ride

Published by:
The Transportation Energy Management Program(TEMP)

The Transportation Technology and Energy Branch
Ontario Ministry of Transportation and Communications
Hon. Ed Fulton, Minister
D.G. Hobbs, Deputy Minister

Ontario Ministry of Energy
Hon. Vincent G. Kerrio, Minister
D.M. Allan, Deputy Minister

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The Editor, Technical Publications
Transportation Technology and Energy Branch
Ontario Ministry of Transportation and Communications
1201 Wilson Avenue
Downsview, Ontario
Canada M3M 1J8

March 1986

Technical Report Documentation Page

MTC Report Number	ISBN Number:	Other Document Number:	Date: March 1986
Title: Employer-Sponsored Vanpooling in Ontario -- An Inventory			
Authors (name, title and/or organisation): L. Gallant, Share-A-Ride, MTC			
Published by: The Transportation Energy Management Program, MTC		**Client Group:**	
Participating Agencies: Ontario Ministry of Energy			

Abstract:
To determine the extent of vanpooling's diversity among employer-sponsored programs, Share-A-Ride conducted a survey of Ontario's vanpool administrators in early 1983 and have updated it yearly. The inventory is excellent source material for a company considering the implementation of a vanpool program and provides current operators with the opportunity to exchange information about their programs.

Key Words: Vanpooling, Employer-Sponsored, Survey, Inventory

Comments:

Distribution: by request

Copyright Status: Crown copyright

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1/ INTRODUCTION

Vanpooling is a flexible concept, easily adaptable to different company environments and levels of company support. It works successfully in both office and factory situations and has been accepted by employees in a great number of occupational areas.

The companies offering vanpooling are very satisfied with their programs. As well as reducing parking congestion or easing relocation impact, many have realized the additional benefits of improved employee morale, increased productivity, and favourable publicity.

To determine the extent of vanpooling's diversity among employer-sponsored programs, Share-A-Ride conducted a survey of Ontario's vanpool administrators in early 1983. The original survey has since been updated yearly. In all, 12 companies operating a total of 151 vanpools responded to Share-A-Ride's request for information this year.

The topics included

- Program Status
- Company Features
- Company Support
- Incentives
- Operational Features
- Van Specifications/Options/Disposal
- Maintenance
- Operating Costs
- Insurance Coverage/Costs
- Fares

Besides providing Share-A-Ride with valuable information, the inventory is excellent source material for a company considering the implementation of a vanpool program and provides current operators with the opportunity to exchange information about their programs. Share-A-Ride would like to thank all of the administrators involved for the time they took to reply to the survey and for their overall co-operation in this endeavour.

Specific questions about any of the programs may be directed to program administrators listed in the inventory. Additional information may be obtained from:

Share-A-Ride
Ministry of Transportation and Communications
1201 Wilson Avenue
Downsview, Ontario
M3M 1J8
(416) 248-7296

2/ INVENTORY HIGHLIGHTS

Survey results are based on the responses of 12 Ontario employers operating a total of 151 vanpools.

2.1/ Status of Programs in 1985

- The number of employer-sponsored vanpools operating in Ontario has grown steadily since 1977 when the Public Vehicles Act was amended to permit vanpooling (see Figure 1, Growth of Employer-Sponsored Vanpools in Ontario).

- During 1985, the number of employer-sponsored vanpools increased by 17%.

- Three companies initiated vanpool programs: Herman Miller, Numan Windows, and The Prudential Insurance Company of America.

- Two companies increased the size of their programs.

- Two companies reduced the size of their programs due to lack of employee interest, layoffs, and not meeting costs.

- Three companies (each with one vanpool) terminated their programs since they had to subsidize the programs due to lack of employee interest.

- The number of vans in company programs varies from one to 72 vans (see Figure 2, Size of Program).

- The typical pilot program starts with two or three vanpools.

- One company indicated that they will expand their program within the next year while five others considered expansion a possibility.

2.2/ Company Features

- Three companies operate vanpools at more than one work-site.
- Fifty-nine percent of the sites have workforces of more than 600 employees.
- Six worksites have work forces of less than 200 employees.
- Thirty percent of the vanpools involve employees who are on shiftwork.
- Vanpools operate successfully at both office and factory locales.
- Employee relations, company relocation, saving energy and parking problems are the four most frequently mentioned factors that motivated companies to start vanpooling programs.
- Favourable corporate publicity and a reduced impact of a relocation are the most frequently mentioned corporate benefits of vanpooling, followed by improved punctuality and reduced parking congestion.

2.3/ Company Support

TYPE OF SUPPORT	NO. OF COMPANIES
Free program administration	12
Support insurance premium cost	8
Priority parking privileges	10
Low or no interest on money advanced to program	5
Automatic payroll deduction	10
Grace period when ridership drops below required level	8

- Other types of company support mentioned:
  - liberal personal usage policy for employees with a Class F licence;
  - company pays for driver training;
  - drivers can use company gas pumps to purchase gasoline;

- company mechanics do oil changes and maintenance to vans for material costs only;
- company estimates a resale value for the van higher than the industry average.

DRIVER INCENTIVES	NO. OF COMPANIES
Driver	
Free ride to work	11
Personal use of van	12
Right of first refusal to purchase van after its service life	8
Incentive fare system to benefit driver	7
Back-up Driver*	
Free ride to work	11
Personal use of van (usually with driver's consent)	8
Paid by driver on days he/she drives	4
Right of refusal after driver	4

2.4/ Operational Features

- One company allows non-employees to ride in their vanpools.
- Six companies require that vanpool drivers take a driver education course.
- Eighty-two percent of vanpoolers have door-to-door service.

*Two companies allow incentives to be arranged between the driver and the back-up driver.

- Ninety-seven percent of the vanpool back-up drivers drive only in the absence of the driver.

2.5/ Vans

- Nine companies operate 12 seat vans, one company operates 12 and seven seat vans, and the other two companies operate 15 seat vans.

- Propane is an increasingly popular fuel for vanpool vehicles. Five of the companies surveyed operate a total of 41 propane vans. This represents 27% of all employer-sponsored vanpools. Nine companies would consider using propane in the future.

- Almost all of the companies provide standard options on their vehicles, i.e., steel belted radial tires, air conditioning, AM-FM radio, tinted glass, cloth seats, rust proofing and hinge doors.

- Seven companies lease their vans, and five have purchased them.

2.6/ Operating Costs*

- For vans using gasoline, the average per kilometre operating cost is 14.96¢/km.

- For vans using propane, the average per kilometre operating cost is 12.15¢/km.

2.7/ Insurance

- All the companies insure the vans for at least $1 million public liability, but many have a much higher coverage under the company's umbrella coverage.

*Unable to include all the vanpools in this statistic

- Four companies are self-insured for collision.

- The vanpool programs in these companies have logged a total of 12.8 million km since their inception. There have been a total of 25 accidents during that time, 44% of which were the driver's fault.

2.8/ Fares

- The average daily round trip commuting distance is 72.1 km.

- There is a great range in the fares charged to riders (see Figure 3, Range of Weekly Fares). These differences reflect the level of company support, type of fuel used, optional equipment vans, and length of time the vanpool has been in operation.

2.9/ Carpool Program

- Four companies also provide a carpool matching service and four others acknowledge informal carpooling among employees. Vanpool and carpool services tend to complement each other.

2.10/ Savings*

- The 151 employer-sponsored vanpools represented in this survey contribute to the following:
  - estimated saving of 1.6 million litres of gasoline annually,
  - a reduction of 13.3 million vehicle kilometres annually, and
  - a 970 car reduction in demand for road space and parking during the peak hours.

*Based on the following assumptions:
- 250 working days per year,
- car fuel efficiency of 12 L/100 km and van fuel efficiency of 18 L/100 km,
- vanpoolers' former mode consisted of 60% solo drivers, 35% carpoolers, 5% public transit.

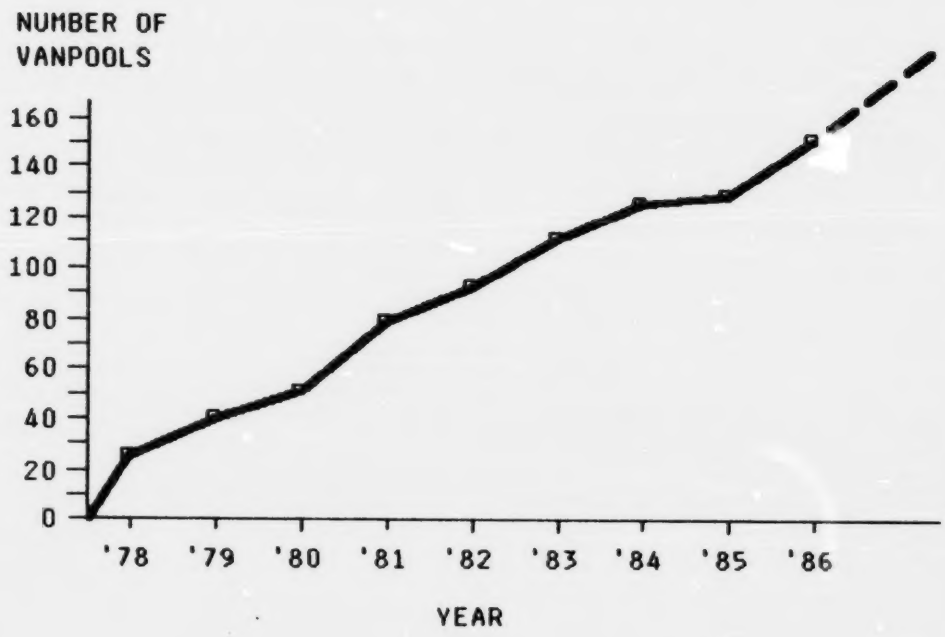


Figure 1/ Growth of Employer-Sponsored Vanpooling In Ontario

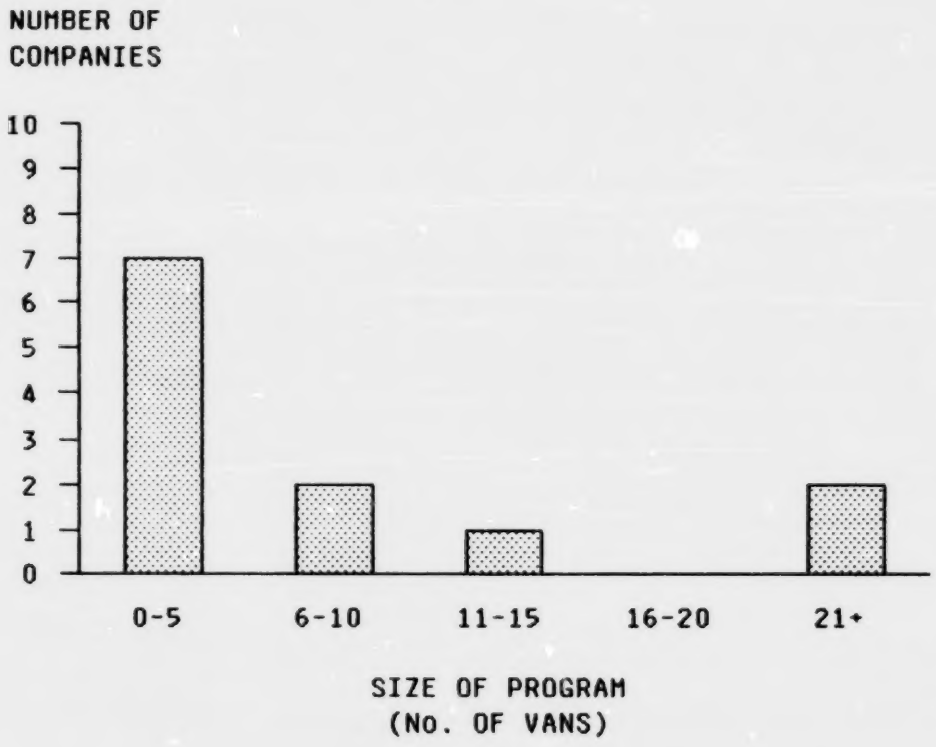
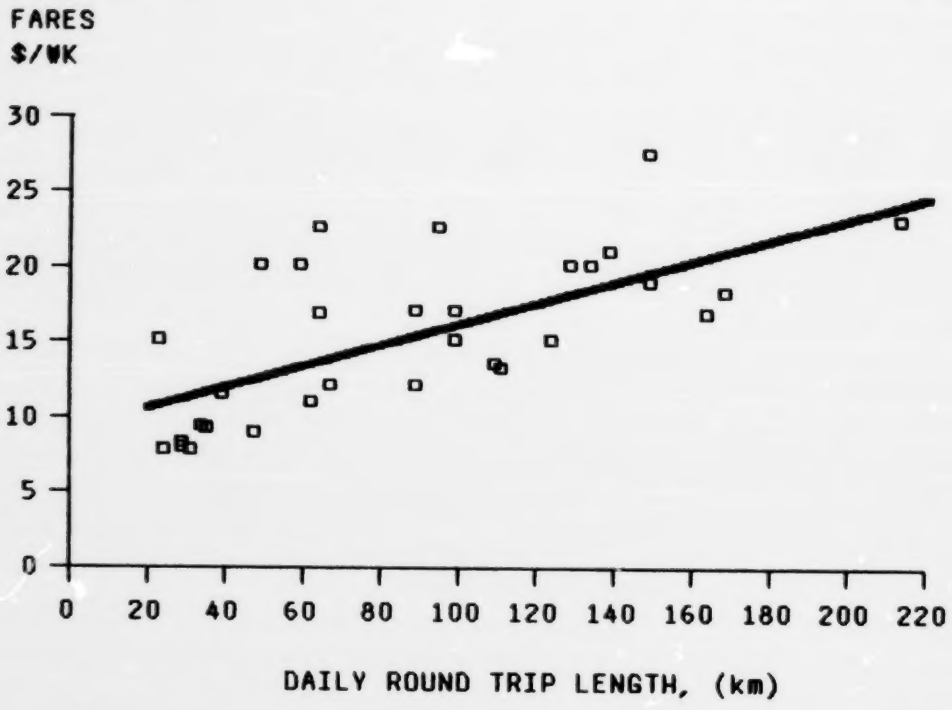


Figure 2/ Program Size



** Includes highest, lowest and average fares (if available) for each company .

Figure 3/ Range of Weekly Fares

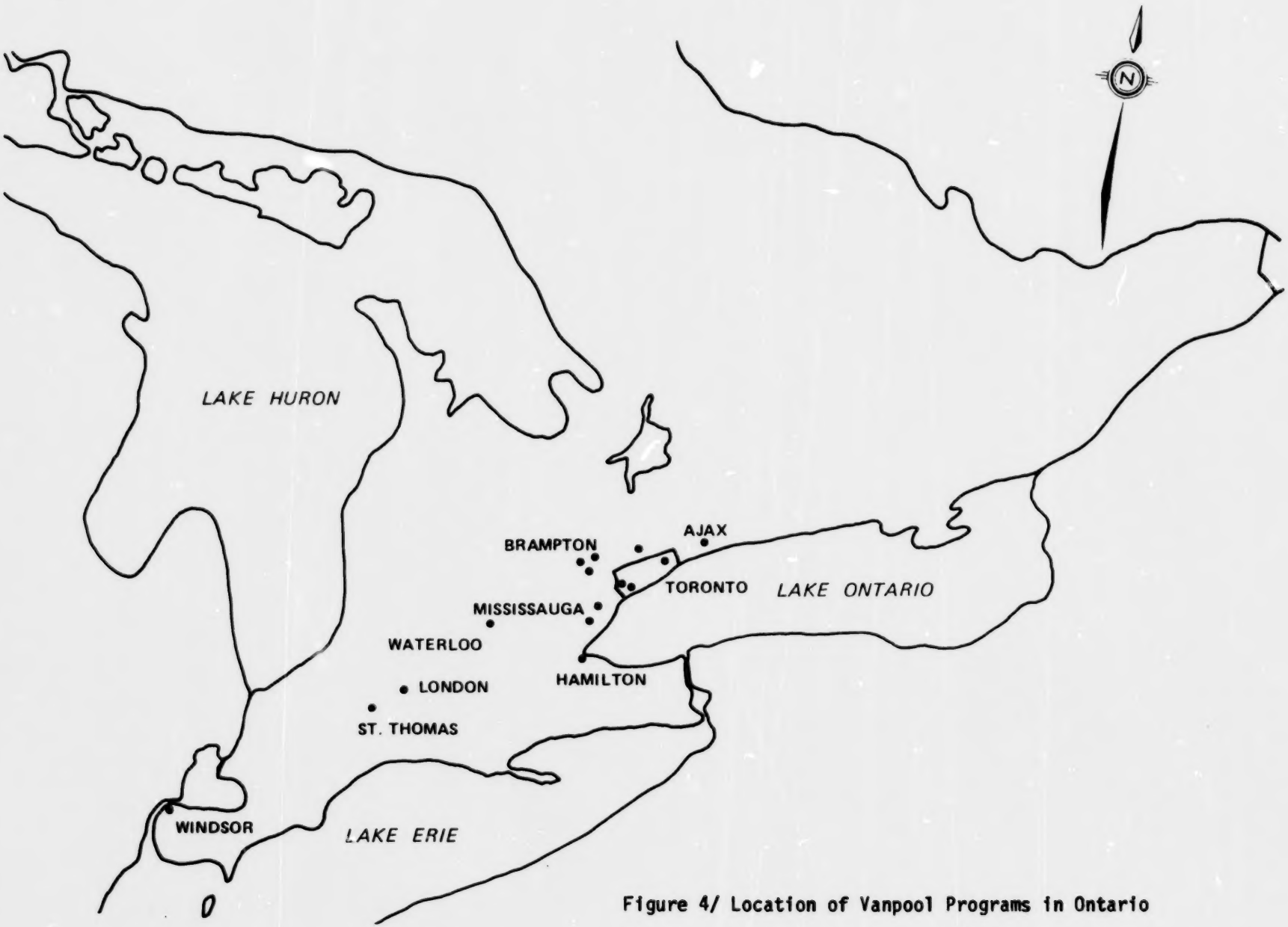


Figure 4/ Location of Vanpool Programs in Ontario

3/ INVENTORY OF EMPLOYER-SPONSORED VANPOOLS

3.1/ ALTEL CANADA INC.

Address: 7655 Bramalea Road
Brampton, Ontario
L6T 4K5

Administrator: Hans Vaandering

Telephone Number: (416) 792-2990

Program Initiation Date: July 1980

Number of Vans in Pilot Program: 1

Maximum Number of Vans in Program: 1

Current Number of Vans Sponsored: 1

WORK LOCATION	NUMBER OF VANS	NUMBER OF EMPLOYEES	SHIFT
Brampton	1	40	No

What factor(s) motivated the company to start a vanpool program?
Company relocation, save energy

What benefits has the company experienced as a result of the vanpool program? Improved attendance, improved punctuality

Is program expansion anticipated within the next year? No

Is status report available? Yes

COMPANY SUPPORT

1. Provides free administration
2. Low or no interest charged on money advanced by the company for the program
3. Absorbs insurance premiums

INCENTIVES

	Priority Parking:	Yes
DRIVER	**Free Ride:**	Yes
	Personal Use:	Yes, limited to 13% of year's total kilometres and driver pays for fuel
	Incentive Fare:	No
	Right of First Refusal:	No
BACK-UP DRIVER	**Incentives:**	1. Shares in free ride according to amount of driving done 2. Personal use of the van if the driver agrees

OPERATIONAL FEATURES

Is the program open to non-employees? No

Driver Education: No

BACK-UP DRIVER How often does he/she drive? Back-ups and driver share the driving responsibility equally

Percentage of riders with door to door service: 29%

VANS

Make: General Motors **Engine Size:** 350 **GVW:** 2545 kg
Number of Seats: 12 **Fuel Type:** Propane* **Converted:** No

Acquisition: Purchased

Kilometres to date (program total): 167 500 km

Will the company consider acquiring propane vans in the future?
No

OPTIONS

Steel Belted Radials: Yes
Air-conditioning: Yes
Radio: Yes, AM-FM
Logo: No
Tinted Glass: Yes
Rust Proofing: Yes
Cloth Seats: Yes
Hinge Doors: No

DISPOSAL

Average Service Life Expected: 6 years
Average Distance Expected: 170 000 km
Average Salvage Value Expected: 20% of purchase price
Proposed Method of Disposal: Trade-in for a new van

MAINTENANCE

Location: At a local garage

Regular Maintenance Service Interval: According to manufacturer's specifications

Maintenance Contract: No

ESTIMATED OPERATING COSTS 14.3¢/km

INSURANCE

	AMOUNT	COST
Liability Coverage	Included in company fleet policy	NIL, absorbed by company
Collision-Comprehensive	Self-insured	
How many accident claims has the program had since its inception?	None	
In how many of these accidents was the company vanpool driver responsible?	None	

FARES

DAILY ROUND TRIP LENGTH		
Longest:	110 km	$13.49/wk
Shortest:	N/A	
Average:	110 km	$13.49/wk

CARPOOL PROGRAM Informally, yes

COMMENTS * Van started on gasoline, converted to propane in August 1982

3.2/ CHRYSLER CANADA

Address: 2450 Chrysler Centre
Windsor, Ontario
N9A 4H6

Administrator: Norman Wheeler

Telephone Number: (519) 973-2061

Program Initiation Date: April 1977

Number of Vans in Pilot Program: 10

Maximum Number of Vans in Program: 72

Current Number of Vans Sponsored: 72 (Plus three back-up vans)

WORK LOCATION	NUMBER OF VANS	NUMBER OF EMPLOYEES	SHIFT
Ajax Trim Plant	16	1800	yes
Windsor Plant	56	9300	yes

What factor(s) motivated the company to start a vanpool program?
Parking problem, employee relations, save energy

What benefits has the company experienced as a result of the vanpool program? Reduced parking congestion, favourable corporate publicity, better employee morale

Is program expansion anticipated within the next year? Yes

Is status report available? Yes, produced September 1981 and available to the public

COMPANY SUPPORT

1. Provides free administration
2. Liberal personal usage policy to drivers, back-ups and passengers with Class F licence
3. Automatic payroll deduction for collection of fares
4. Grace period if ridership falls below a certain level

INCENTIVES

	Priority Parking:	Yes
DRIVER	**Free Ride:**	Yes
	Personal Use:	Yes, unlimited personal use within a 160 km radius of the city beyond which permission of company is required. Driver pays for gasoline
	Incentive Fare:	50% of 11th passenger fare if driver wishes, otherwise used to reduce fares
	Right of First Refusal:	Yes
BACK-UP DRIVER	**Incentives:**	1. Free ride on days he/she drives 2. Use of van with permission of driver

OPERATIONAL FEATURES

Is the program open to non-employees? No

Driver Education: No

BACK-UP DRIVER How often does he/she drive? Only in the absence of the driver

Percentage of riders with door to door service: 95%

VANS*

Make: Chrysler
Engine Size: 360/318V8
GVW: 3000 kg
Number of Seats:
69 - 12 seats
3 - 7 seats
Fuel Type: 20-Propane
52-Gasoline
Converted: No

Acquisition: 1-year lease, straight line

Kilometres to date (program total): 7 742 000 km

Will the company consider acquiring propane vans in the future?
Yes

OPTIONS

Steel Belted Radials: Yes
Tinted Glass: Yes
Air-conditioning: Yes
Rust Proofing: Yes
Radio: Yes, AM-FM
Cloth Seats: Yes
Logo: Yes, removable
Hinge Doors: Yes

DISPOSAL

Average Service Life Expected: 12 months or 16 000 km

Average Distance Expected: 16 000 km

Average Salvage Value Expected: N/A

Proposed Method of Disposal:
Offer:
1. To driver
2. To Employees - on a first come basis
3. Sell through leasing company

MAINTENANCE

Location: Chrysler's own garage

Regular Maintenance Service Interval:
Every 5000 km for gasoline vehicles, and program is charged 1.3¢/km for maintenance expenses
Every 4000 km for propane vehicles in company service facilities

Maintenance Contract: No

ESTIMATED OPERATING COSTS** 14.1¢/km (gasoline vans)

INSURANCE

	AMOUNT	COST
Liability Coverage	Under company fleet policy	N/A
Collision-Comprehensive	Self-insured with collision accrual	$17/mo/van
How many accident claims has the program had since its inception?	2	
In how many of these accidents was the company vanpool driver responsible?	None	

FARES

DAILY ROUND TRIP LENGTH			
Longest:	169.6	km	$18.20/wk
Shortest:	30	km	$ 8.00/wk
Average:	68	km	$11.97/wk (gasoline)
	70	km	$10.58/wk (propane)

CARPOOL PROGRAM No

COMMENTS * Three propane minivans were introduced last year
** Not available for propane vans

3.3/ DOFASCO

Address: P.O. Box 460
Hamilton, Ontario
L8N 3J5

Administrator: Nev Galassi

Telephone Number: (416) 544-3761 ext. 3515

Program Initiation Date: November 1981

Number of Vans in Pilot Program: 2

Maximum Number of Vans in Program: 2

Current Number of Vans Sponsored: 1

WORK LOCATION	NUMBER OF VANS	NUMBER OF EMPLOYEES	SHIFT
Hamilton	1	11 000	No

What factor(s) motivated the company to start a vanpool program? Parking problem, employee relations, save energy

What benefits has the company experienced as a result of the vanpool program? Improved corporate publicity

Is program expansion anticipated within the next year? Yes, if demand warrants

Is status report available? No

COMPANY SUPPORT

1. Provides free administration
2. Drivers can use company gas pumps to purchase gasoline
3. Pays for driver training
4. Automatic payroll deduction for collection of fares

INCENTIVES

	Priority Parking:	Yes
DRIVER	**Free Ride:**	Yes
	Personal Use:	Yes, but only for in-town trips and driver pays for gasoline
	Incentive Fare:	No
	Right of First Refusal:	Yes
BACK-UP DRIVER	**Incentives:**	On days back-up drives, he/she is paid current daily rate by the driver

OPERATIONAL FEATURES

Is the program open to non-employees? No

Driver Education:

1. Company sponsored driver education
2. Defensive driving
3. Skid School

BACK-UP DRIVER **How often does he/she drive?** Only in the absence of the driver

Percentage of riders with door to door service: 70%

VANS

Make: Chrysler **Engine Size:** 360 **GVW:** 3300 kg
Number of Seats: 15 **Fuel Type:** Gasoline **Converted:** No

Acquisition: 4-year lease (1 van), straight line

Kilometres to date (program total): 247 600 km

Will the company consider acquiring propane vans in the future?
Yes

OPTIONS

Steel Belted Radials: Yes
Air-conditioning: Yes
Radio: Yes, AM-FM
Logo: Yes, permanent
Tinted Glass: Yes
Rust Proofing: Yes
Cloth Seats: Yes
Hinge Doors: Yes

DISPOSAL

Average Service Life Expected: 4 years
Average Distance Expected: 96 000 km
Average Salvage Value Expected: 25% of purchase price
Proposed Method of Disposal: Trade in for another van

MAINTENANCE

Location: At Chrysler dealership
Regular Maintenance Service Interval: Every 6000 km
Maintenance Contract: Yes

ESTIMATED OPERATING COSTS 10.7¢/km

INSURANCE

	AMOUNT	COST
Liability Coverage	Under fleet insurance ($300 million)	N/A
Collision-Comprehensive	N/A	
How many accident claims has the program had since its inception?	1	
In how many of these accidents was the company vanpool driver responsible?	None	

FARES*

DAILY ROUND TRIP LENGTH			
Longest:	96	km	$22/wk
Shortest:	N/A		N/A
Average:	96	km	$22/wk

CARPOOL PROGRAM Yes, but no incentives are offered

COMMENTS * All passengers pay a set fare of $90/month

3.4/ FORD MOTOR COMPANY OF CANADA LIMITED

Address: The Canadian Road
P.O. Box 2000
Oakville, Ontario
L6J 5E4

Administrator: Del Bedard

Telephone Number: (416) 845-2511

Program Initiation Date: March 1982

Number of Vans in Pilot Program: 1

Maximum Number of Vans in Program: 33

Current Number of Vans Sponsored: 33

WORK LOCATION	NUMBER OF VANS	NUMBER OF EMPLOYEES	SHIFT
Bramalea	3	350	No
St. Thomas	26	3000	Yes
Oakville	4	3500	Yes

What factor(s) motivated the company to start a vanpool program? Employee relations, save energy, stimulate sales of Ford vans

What benefits has the company experienced as a result of the vanpool program? Favourable corporate publicity, improved attendance, improved punctuality

Is program expansion anticipated within the next year? Yes, if required

Is status report available? No

COMPANY SUPPORT

1. Provides free administration
2. Low or no interest on money advanced by company to program
3. Absorbs liability insurance premiums
4. Automatic payroll deduction for collection of fares
5. Grace period if ridership falls below a certain level

INCENTIVES

DRIVER	Priority Parking:	Yes
	Free Ride:	Yes
	Personal Use:	Yes, 160 km free/month above which driver pays company a per km rate equal to amount employees receive for using their personal auto for business use
	Incentive Fare:	50% of 10th and 11th fare is paid by company to driver
	Right of First Refusal:	No
BACK-UP DRIVER	Incentives:	Personal use of van with permission of driver

OPERATIONAL FEATURES

Is the program open to non-employees? No

Driver Education: No

BACK-UP DRIVER How often does he/she drive? Up to the driver

Percentage of riders with door to door service: 70%

VANS

Make: Ford **Engine Size:** 351 **GVW:** 3000 kg
Number of Seats: 12 **Fuel Type:** Gasoline **Converted:** No

Acquisition: Leased through Ford for 1 year

Kilometres to date (program total): 1 014 000 km

Will the company consider acquiring propane vans in the future?
Possibly

OPTIONS

Steel Belted Radials: Yes	**Tinted Glass:** Yes
Air-conditioning: Yes	**Rust Proofing:** Yes
Radio: Yes, AM-FM	**Cloth Seats:** Yes
Logo: Yes, permanent	**Hinge Doors:** Yes

DISPOSAL

Average Service Life Expected:	1 year -- vans change with model year
Average Distance Expected:	12 000 - 15 000 km
Average Salvage Value Expected:	N/A
Proposed Method of Disposal:	Sell

MAINTENANCE

Location: At the Ford dealership

Regular Maintenance Service Interval: According to manufacturer's specifications

Maintenance Contract: No

ESTIMATED OPERATING COSTS 11¢/km

INSURANCE

	AMOUNT	COST
Liability Coverage	$1 million	Absorbed by company
Collision-Comprehensive	Self-insured	
How many accident claims has the program had since its inception?	1	
In how many of these accidents was the company vanpool driver responsible?	1	

FARES

DAILY ROUND TRIP LENGTH		
Longest:	165 km	$16.74/wk
Shortest:	35 km	$ 9.31/wk
Average:	63 km	$11.02/wk

CARPOOL PROGRAM No

COMMENTS N/A

3.5/ GARRETT CANADA

Address: 255 Attwell Drive
Rexdale, Ontario
M9W 5B8

Administrator: Len Kellow

Telephone Number: (416) 675-1411

Program Initiation Date: June 1980

Number of Vans in Pilot Program: 1

Maximum Number of Vans in Program: 10

Current Number of Vans Sponsored: 10

WORK LOCATION	NUMBER OF VANS	NUMBER OF EMPLOYEES	SHIFT
Attwell	8	750	No
Carlingview	1	100	No
Baywood	1	50	No

What factor(s) motivated the company to start a vanpool program?
Parking problem, employee relations, save energy

What benefits has the company experienced as a result of the vanpool program? Reduced parking congestion, favourable corporate publicity

Is program expansion anticipated within the next year? No

Is status report available? No

COMPANY SUPPORT

1. Provides free administration
2. Mechanic does oil changes and maintenance to vans for material costs only
3. Absorbs insurance premiums
4. Automatic payroll deduction for collection of fares
5. Estimate high resale values for vans
6. Grace period if ridership falls below a certain level

INCENTIVES

	Priority Parking:	Yes
DRIVER	**Free Ride:**	Yes
	Personal Use:	Yes, to a maximum of 84 km/week above which driver pays a per km rate equal to the operating costs after the first 20 km
	Incentive Fare:	Yes, 11th fare is paid from vanpool accounts to driver
	Right of First Refusal:	Yes
BACK-UP DRIVER	**Incentives:**	On days back-up drives, he/she is paid current daily rate by the driver

OPERATIONAL FEATURES

Is the program open to non-employees?	Yes, an employees' spouse may also ride, however, vanpool will not go out of its way for non-employees
Driver Education	Yes, in-house driver training program
BACK-UP DRIVER How often does he/she drive?	Only in the absence of the driver

Percentage of riders with door to door service: 70%

VANS

Make: General Motors **Engine Size:** 350-8 cyl **GVW:** 3000 kg
Number of Seats: 12 **Fuel Type:** 7-Gasoline 3-Propane **Converted:** No

Acquisition: Purchased

Kilometres to date (program total): 1 172 800 km

Will the company consider acquiring propane vans in the future?
Yes

OPTIONS

Steel Belted Radials: Yes

Tinted Glass: Yes

Air-conditioning: Yes

Rust Proofing: Yes

Radio: Yes, AM-FM

Cloth Seats: Some, others are vinyl

Logo: Yes, permanent

Hinge Doors: Yes

DISPOSAL

Average Service Life Expected: 5 years

Average Distance Expected: N/A

Average Salvage Value Expected: N/A

Proposed Method of Disposal: Offer:
1. To driver
2. To back-up drivers
3. To company employees

MAINTENANCE

Location: Company mechanic does all maintenance jobs, and major work is done by a local garage chosen by the company

Regular Maintenance Service Interval: As the driver deems necessary

Maintenance Contract: No

ESTIMATED OPERATING COSTS Not assessed on a per km basis. Company adds 10% for maintenance to the monthly gasoline usage and charges the total to the vanpoolers. Fares are reviewed once per year.

INSURANCE

	AMOUNT	COST
Liability Coverage	Under company fleet policy	Nil -- absorbed by company
Collision-Comprehensive	$250 deductible	
How many accident claims has the program had since its inception?	5	
In how many of these accidents was the company vanpool driver responsible?	None	

FARES

DAILY ROUND TRIP LENGTH		
Longest:	215 km	$23.00/wk
Shortest:	40 km	$11.50/wk
Average:	135 km	$20.00/wk

CARPOOL PROGRAM Yes, three-person carpools get a reserved spot close to the entrance

COMMENTS The company has two starting times, 7:30 a.m. and 8:30 a.m. With the co-operation of their supervisors, most of the vanpoolers have been able to adjust their start/stop times to suit the vanpool runs.

3.6/ HERMAN MILLER

Address: 2360 Argentia Road
Mississauga, Ontario
L5N 4G9

Administrator: Dan McGarry

Telephone Number: (416) 858-7955

Program Initiation Date: December 1985

Number of Vans in Pilot Program: 3

Maximum Number of Vans in Program: 3

Current Number of Vans Sponsored: 3

WORK LOCATION	NUMBER OF VANS	NUMBER OF EMPLOYEES	SHIFT
Argentia Road	3	120	No

What factor(s) motivated the company to start a vanpool program? Relocation, employee relations, save energy, lack of public transportation

What benefits has the company experienced as a result of the vanpool program? Favourable corporate publicity, improved punctuality, minimum turnover

Is program expansion anticipated within the next year? No

Is status report available? No

COMPANY SUPPORT

1. Provides free administration
2. Grace period if ridership falls below a certain level
3. Subsidize costs
4. Automatic payroll deduction for collection of fares

INCENTIVES

	Priority Parking:	No
DRIVER	**Free Ride:**	Yes
	Personal Use:	Yes, up to 100 km/week free
	Incentive Fare:	No
	Right of First Refusal:	N/A
BACK-UP DRIVER	**Incentives:**	1. Free ride on days when he/she drives 2. Personal use of van with permission of driver

OPERATIONAL FEATURES

Is the program open to non-employees? No

Driver Education: No

BACK-UP DRIVER **How often does he/she drive?** Only in the absence of the driver

Percentage of riders with door to door service: 30%

VANS

Make: 1 Ford
2 Chrysler
Engine Size: 318
GVW: 3400 kg
Number of Seats: 15
Fuel Type: Gasoline
Converted: No

Acquisition: 3-year lease

Kilometres to date (program total): 3000 km

Will the company consider acquiring propane vans in the future?
Yes

OPTIONS

Steel Belted Radials: Yes	**Tinted Glass:** Yes
Air-conditioning: Yes	**Rust Proofing:** No
Radio: Yes	**Cloth Seats:** Yes
Logo: Yes, permanent	**Hinge Doors:** Yes

DISPOSAL

Average Service Life Expected:	3 years
Average Distance Expected:	100 000 km
Average Salvage Value Expected:	N/A
Proposed Method of Disposal:	Offer: 1. To driver 2. To back-up

MAINTENANCE

Location: Local garage

Regular Maintenance Service Interval: According to company maintenance schedule

Maintenance Contract: No

ESTIMATED OPERATING COSTS 14¢/km

INSURANCE

	AMOUNT	COST
Liability Coverage	covered under company policy	$1200/year
Collision-Comprehensive		
How many accident claims has the program had since its inception?	1	
In how many of these accidents was the company vanpool driver responsible?	None	

FARES*

DAILY ROUND TRIP LENGTH		
Longest:	125 km	$21.00/wk
Shortest:	24 km	$21.00/wk
Average:	100 km	$21.00/wk

CARPOOL PROGRAM Yes, but no incentives are offered

COMMENTS N/A

3.7/ MUTUAL LIFE OF CANADA

Address: 227 King Street South
Waterloo, Ontario
N2J 4C5

Administrator: Don Goodwin

Telephone Number: (519) 888-2919

Program Initiation Date: October 1980

Number of Vans in Pilot Program: 5

Maximum Number of Vans in Program: 6

Current Number of Vans Sponsored: 6

WORK LOCATION	NUMBER OF VANS	NUMBER OF EMPLOYEES	SHIFT
King St.	6	1550	No

What factor(s) motivated the company to start a vanpool program?
Alleviate parking problems and save energy

What benefits has the company experienced as a result of the vanpool program? Reduced parking congestion, favourable corporate policy, improved staff morale

Is program expansion anticipated within the next year? No

Is status report available? No

COMPANY SUPPOT

1. Provides free administration
2. Program charged only 4% interest on the money used to purchase the vans
3. Automatic payroll deduction for collection of fares
4. Grace period if ridership falls below a certain level

INCENTIVES

	Priority Parking:	Yes
DRIVER	Free Ride:	Yes
	Personal Use:	Yes, to a maximum of 500 km/month and driver pays for gasoline
	Incentive Fare:	Yes, 10th and 11th passengers' fares paid to driver by company
	Right of First Refusal:	Yes
BACK-UP RIVER	Incentives:	Determined between driver and back-ups

OPERATIONAL FEATURES

Is the program open to non-employees? No

Driver Education: Yes, defensive driving course

BACK-UP DIVER How often does he/she drive? Only in the absence of the driver

Percentage of riders with door to door service: 75%

VANS

Make: Ford **Engine Size:** 350 **GVW:** 2400 kg
Number of Seats: 12 **Fuel Type:** Propane **Converted:** No

Acquisition: Purchased

Kilometres to date (program total): 335 000 km

Will the company consider acquiring propane vans in the future?
Yes

OPTIONS

Steel Belted Radials: Yes
Air-conditioning: Yes
Radio: Yes, AM-FM
Logo: No
Tinted Glass: Yes
Rust Proofing: Yes
Cloth Seats: Yes
Hinge Doors: Yes

DISPOSAL

Average Service Life Expected: 8 years*

Average Distance Expected: 70 000 km

Average Salvage Value Expected: 30% of purchase price

Proposed Method of Disposal: Offer:
1. To driver
2. Sell out right, staff, public

MAINTENANCE

Location: Dealership in first year and thereafter, left to driver's discretion

Regular Maintenance Service Interval: First year, according to manufacturer's specifications, thereafter, at the discretion of driver and program charged 2¢/km to cover maintenance expense.

Maintenance Contract: No

ESTIMATED OPERATING COSTS 10¢/km

INSURANCE

	AMOUNT	COST
Liability Coverage	$13 million	$720/year
Collision-Comprehensive	N/A	
How many accident claims has the program had since its inception?	3	
In how many of these accidents was the company vanpool driver responsible?	1	

FARES

DAILY ROUND TRIP LENGTH

Longest:	36 km	$9.10/wk
Shortest:	25 km	$7.80/wk
Average:	30 km	$8.20/wk

CARPOOL PROGRAM Yes, a free reserved parking spot for carpools with three or more people

COMMENTS * Life expectancy of vans increased through the use of propane fuel

3.8/ NORTHERN TELECOM

Address: 8200 Dixie Road
P.O. Box 3000
Brampton, Ontario
L6V 2M6

Administrator: Brian Hill

Telephone Number: (416) 451-9150

Program Initiation Date: June 1982

Number of Vans in Pilot Program: 3

Maximum Number of Vans in Program: 3

Current Number of Vans Sponsored: 3

WORK LOCATION	NUMBER OF VANS	NUMBER OF EMPLOYEES	SHIFT
Dixie Road	3	4000	2-no 1-yes

What factor(s) motivated the company to start a vanpool program?
Improve employee relations

What benefits has the company experienced as a result of the vanpool program? Reduced parking congestion, improved employee morale

Is program expansion anticipated within the next year? Possibly

Is status report available? No

COMPANY SUPPORT

1. Provide free administration and start-up activities
2. Automatic payroll deduction for collection of fares
3. Estimate high resale value for vans

INCENTIVES

	Priority Parking:	Yes
DRIVER	**Free Ride:**	Yes
	Personal Use:	Yes, to a maximum of 800 km/month and driver pays a per km rate to cover operating costs (12.5¢/km)
	Incentive Fare:	11th fare is paid to driver by the company
	Right of First Refusal:	Yes
BACK-UP DRIVER	**Incentives:**	Decided between the driver and back-up

OPERATIONAL FEATURES

Is the program open to non-employees? No

Driver Education:

1. Defensive driving
2. Skid School for driver only who then trains back-up

BACK-UP DRIVER **How often does he/she drive?** At least three times per month

Percentage of riders with door to door service: 85%

VANS

Make: Chrysler **Engine Size:** 360 **GVW:** 3000 kg
Number of Seats: 12 **Fuel Type:** Gasoline **Converted:** No

Acquisition: 4-year lease, declining balance

Kilometres to date (program total): 242 500 km

Will the company consider acquiring propane vans in the future?
No

OPTIONS

Steel Belted Radials: Yes
Tinted Glass: Yes
Air-conditioning: Yes
Rust Proofing: Yes
Radio: Yes, AM-FM
Cloth Seats: Yes
Logo: Yes, permanent
Hinge Doors: Yes

DISPOSAL

Average Service Life Expected: 4 years, possibly 5

Average Distance Expected: 80 000-120 000 km

Average Salvage Value Expected: Not determined

Proposed Method of Disposal: Offer:
1. To driver
2. To back-up driver
3. To passengers
4. Open after above

MAINTENANCE

Location: At Chrysler dealership

Regular Maintenance Service Interval: Serviced every 9500 km, and program charged 1.14¢/km for maintenance

Maintenance Contract: No, but have purchased an extended warranty to cover parts for five years or 80 000 km, whichever comes first

ESTIMATED OPERATING COSTS 15.3¢/km

INSURANCE

	AMOUNT	COST
Liability Coverage	$220 million	$500/year
Collision-Comprehensive	$200/$25 deductible	
How many accident claims has the program had since its inception?	None	
In how many of these accidents was the company vanpool driver responsible?	None	

FARES

DAILY ROUND TRIP LENGTH		
Longest:	140 km	$20.95/wk
Shortest:	65 km	$16.90/wk
Average:	90 km	$17.00/wk

CARPOOL PROGRAM Yes, but incentives are not provided as it is informally arranged among employees

COMMENTS N/A

3.9/ NUMAN WINDOWS

Address: 450 Kent Street
Newmarket, Ontario
L3Y 4X1

Administrator: Carlos Mederia

Telephone Number: (416) 924-3737

Program Initiation Date: April 1985

Number of Vans in Pilot Program: 2

Maximum Number of Vans in Program: 2

Current Number of Vans Sponsored: 2

WORK LOCATION	NUMBER OF VANS	NUMBER OF EMPLOYEES	SHIFT
Kent Stree:	2	85-120	No

What factor(s) motivated the company to start a vanpool program? Save money, employee relations, save energy

What benefits has the company experienced as a result of the vanpool program? Better morale, improved punctuality

Is program exparsion anticipated within the next year? Yes, if demand warrants

Is status report available? Yes

COMPANY SUPPORT

1. Provides free administration
2. Grace period if ridership falls below a certain level
3. Arrange and pay for maintenance of vehicles

INCENTIVES

	Priority Parking:	Yes
DRIVER	**Free Ride:**	Yes
	Personal Use:	Up to 150 km/month, and driver pays for operating costs
	Incentive Fare:	Paid for 2 hours work
	Right of First Refusal:	Yes
BACK-UP DRIVER	**Incentives:**	Same as driver

OPERATIONAL FEATURES

Is the program open to non-employees? No

Driver Education: No

BACK-UP DRIVER **How often does he/she drive?** Only in the absence of the driver

Percentage of riders with door to door service: 100%

VANS

Make: Chrysler **Engine Size:** 350 **GVW:** 2557 kg
Number of Seats: 12 **Fuel Type:** gasoline **Converted:** No

Acquisition: Purchased

Kilometres to date (program total): 56 300 km

Will the company consider acquiring propane vans in the future?
Yes

OPTIONS

Steel Belted Radials: Yes
Air-conditioning: Yes
Radio: Yes, AM-FM
Logo: No
Tinted Glass: No
Rust Proofing: Yes
Cloth Seats: Yes
Hinge Doors: Yes

DISPOSAL

Average Service Life Expected: 5 years
Average Distance Expected: N/A
Average Salvage Value Expected: 50% of purchase price
Proposed Method of Disposal: Offer:
1. To driver
2. To back-up driver

MAINTENANCE

Location: At a local garage

Regular Maintenance Service Interval: N/A

Maintenance Contract: No

ESTIMATED-OPERATING-COSTS 25¢/km

INSURANCE

	AMOUNT	COST
Liability Coverage	$1-2 million	N/A
Collision-Comprehensive	$500 deductible	
How many accident claims has the program had since its inception?	1	
In how many of these accidents was the company vanpool driver responsible?	None	

FARES

DAILY ROUND TRIP LENGTH		
Longest:	150 km	$27.50/week
Shortest:	N/A	
Average:	150 km	$27.50/week

CARPOOL PROGRAM Yes, but no incentives are offered

COMMENTS N/A

3.10/ PRUDENTIAL INSURANCE COMPANY

Address: 200 Consilium Place
Scarborough, Ontario
M1H 3E6

Administrator: Marilyn Rea

Telephone Number: (416) 296-0777 ext. 2152

Program Initiation Date: August 1985

Number of Vans in Pilot Program: 3

Maximum Number of Vans in Program: 3

Current Number of Vans Sponsored: 3

WORK LOCATION	NUMBER OF VANS	NUMBER OF EMPLOYEES	SHIFT
Consilium Place	3	850	No

What factor(s) motivated the company to start a vanpool program? Parking problem, employee relations, save energy, relocation of Head Office from downtown core, good corporate image

What benefits has the company experienced as a result of the vanpool program? Favourable corporate publicity, reduced parking congestion, improved attendance, less staff turnover

Is program expansion anticipated within the next year? Yes, if demand warrants

Is status report available? No

COMPANY SUPPORT

1. Provides free administration
2. Liberal personal usage policy to drivers and back-up drivers with Class F licence
3. Pays for driver training
4. Automatic payroll deduction for collection of fares
5. Grace period if ridership falls below a certain level
6. No interest on money advanced by company to purchase vans at end of 12 month lease period
7. Shares insurance premium costs

INCENTIVES

	Priority Parking:	Yes
DRIVER	**Free Ride:**	No, he/she pays the same as the other riders
	Personal Use:	Yes, 200 free kilometres/ week and driver does not pay for gasoline. Use over and above would result in driver paying for gasoline.
	Incentive Fare:	No
	Right of First Refusal:	Yes
BACK-UP DRIVER	**Incentives:**	Use of van with permission of driver

OPERATIONAL FEATURES

Is the program open to non-employees? Not at present

Driver Education:

1. Skid school
2. Defensive driving

BACK-UP DRIVER **How often does he/she drive?** Only in the absence of the driver

Percentage of riders with door to door service: 23%

VANS

Make: Ford **Engine Size:** 351 **GVW:** 3000 kg
Number of Seats: 12 **Fuel Type:** Gasoline **Converted:** No

Acquisition: Lease to purchase after 1 year

Kilometres to date (program total): 6000 km

Will the company consider acquiring propane vans in the future?
Not sure

OPTIONS

Steel Belted Radials: Yes
Tinted Glass: Yes
Air-conditioning: Yes
Rust Proofing: Yes
Radio: Yes, AM-FM cassette
Cloth Seats: Yes
Logo: Yes, on front doors
Hinge Doors: Yes

DISPOSAL

Average Service Life Expected: 5 years

Average Distance Expected: 100 000 km

Average Salvage Value Expected: N/A

Proposed Method of Disposal: Offer:
1. To driver
2. To back-up driver

MAINTENANCE

Location: At Ford dealership close to Head Office

Regular Maintenance Service Interval: N/A

Maintenance Contract: Not at present

ESTIMATED-OPERATING-COSTS N/A

INSURANCE

	AMOUNT	COST
Liability Coverage	$1 million	Shared with corporate office
Collision-Comprehensive	N/A	N/A
How many accident claims has the program had since its inception?	None	
In how many of these accidents was the company vanpool driver responsible?	None	

FARES

DAILY ROUND TRIP LENGTH

Longest:	150 km	$19.00/wk
Shortest:	100 km	$17.00/wk
Average:	133 km	$18.30/wk

CARPOOL PROGRAM Yes, but the only incentive is half-price for parking

COMMENTS N/A

3.11/ 3M Canada

Address: P.O. Box 5757
London, Ontario
N6A 4T1

Administrator: Dawn Scott

Telephone Number: (519) 451-2500

Program Initiation Date: May 1978

Number of Vans in Pilot Program: 5

Maximum Number of Vans in Program: 16

Current Number of Vans Sponsored: 15

WORK LOCATION	NUMBER OF VANS	NUMBER OF EMPLOYEES	SHIFT
Oxford Street	15	1325	No

What factor(s) motivated the company to start a vanpool program?
Parking problem, employee relations, save energy

What benefits has the company experienced as a result of the vanpool program? Reduced parking congestion, favourable corporate publicity

Is program expansion anticipated within the next year? No

Is status report available? Yes, produced October 1978 and April 1980 and is available to the public

COMPANY SUPPORT

1. Provides free administration
2. Low or no interest on money advanced by company to program
3. Automatic payroll deduction for collection of fares
4. Grace period if ridership falls below a certain level

INCENTIVES

DRIVER	Priority Parking:	Yes
	Free Ride:	Yes
	Personal Use:	Yes, driver pays a per km rate to cover the operating costs
	Incentive Fare:	Yes, 9th, 10th and 11th fares are paid to the driver by the company
	Right of First Refusal:	Yes
BACK-UP DRIVER	Incentives:	1. Allowed personal use of the van 2. Back-up is paid by the driver in an amount worked out between the two of them

OPERATIONAL FEATURES

Is the program open to non-employees? No

Driver Education: Yes, a defensive driving course

BACK-UP DRIVER How often does he/she drive? Except for one van, only in the absence of the driver*

Percentage of riders with door to door service: 93%

VANS

Make: Chrysler **Engine Size:** 360 **GVW:** 3000 kg
Number of Seats: 12 **Fuel Type:** 4-Gasoline 11-Propane **Converted:** No

Acquisition: Purchased

Kilometres to date (program total): 1 540 000 km

Will the company consider acquiring propane vans in the future?
Yes

OPTIONS

Steel Belted Radials: Yes	**Tinted Glass:** Yes
Air-conditioning: Yes	**Rust Proofing:** Yes
Radio: Yes, AM-FM	**Cloth Seats:** Yes
Logo: No	**Hinge Doors:** Yes

DISPOSAL

Average Service Life Expected:	6 years
Average Distance Expected:	N/A
Average Salvage Value Expected:	Not sure, about $3000
Proposed Method of Disposal:	Offer: 1. To driver 2. Sell through an employee auction

MAINTENANCE

Location: At a local garage

Regular Maintenance Service Interval: According to manufacturer's specifications

Maintenance Contract: No

ESTIMATED OPERATING COSTS 17.4¢/km

INSURANCE

	AMOUNT	COST
Liability Coverage	Yes	$224.00
Collision-Comprehensive	Self-insured	
How many accident claims has the program had since its inception?	10 (minor)	
In how many of these accidents was the company vanpool driver responsible?	9	

FARES

DAILY ROUND TRIP LENGTH		
Longest:	112 km	$13.21/wk
Shortest:	32 km	$ 7.74/wk
Average:	48 km	$ 8.93/wk

CARPOOL PROGRAM? No organized carpool program exists

COMMENTS

* One van has three back-up drivers. Each of the four drives one week per month and shares in the excess revenue.
The company promotes vanpooling to the public and other companies.

3.12/ WESTINGHOUSE CANADA INC.

Address: 5150 Kimberlee Blvd.
Mississauga, Ontario
L4W 2S5

Administrator: Mr. Turner

Telephone Number: (416) 624-2220

Program Initiation Date: January 1981

Number of Vans in Pilot Program: 1

Maximum Number of Vans in Program: 2

Current Number of Vans Sponsored: 2

WORK LOCATION	NUMBER OF VANS	NUMBER OF EMPLOYEES	SHIFT
Switch Gear & Control Division Mississauga	2	75	No

What factor(s) motivated the company to start a vanpool program?
Company relocation

What benefits has the company experienced as a result of the vanpool program? Increased stability of the work force, improved punctuality

Is program expansion anticipated within the next year? No

Is status report available? No

COMPANY SUPPORT

1. Provides free administration
2. Automatic payroll deduction for collection of fares

INCENTIVES

	Priority Parking:	No
DRIVER	**Free Ride:**	Yes
	Personal Use:	Yes, permission required for longer out-of-town trips and driver pays company 9¢/km
	Incentive Fare:	No
	Right of First Refusal:	N/A
BACK-UP DRIVER	**Incentives:**	1. Personal use of van 2. Free ride on the days he/she drives

OPERATIONAL FEATURES

Is the program open to non-employees? No

Driver Education: No

BACK-UP DRIVER **How often does he/she drive?** Only in the absence of the driver

Percentage of riders with door to door service: None

VANS

Make: Ford **Engine Size:** 351 **GVW:** 3000 kg
Number of Seats: 12 **Fuel Type:** Gasoline **Converted:** No

Acquisition: 4 year lease

Kilometres to date (program total): 290 000 km

Will the company consider acquiring propane vans in the future?
No

OPTIONS

Steel Belted Radials: Yes	**Tinted Glass:** Yes
Air-conditioning: Yes	**Rust Proofing:** No
Radio: Yes, AM-FM	**Cloth Seats:** Yes
Logo: No	**Hinge Doors:** Yes

DISPOSAL

Average Service Life Expected:	4 years
Average Distance Expected:	124 000 km
Average Salvage Value Expected:	N/A
Proposed Method of Disposal:	N/A

MAINTENANCE

Location: At a local Ford dealership

Regular Maintenance Service Interval: As driver deems necessary, or may set regular maintenance interval

Maintenance Contract: No, but may consider when warranty expires

ESTIMATED OPERATING COSTS 14.65¢/km

INSURANCE

	AMOUNT	COST
Liability Coverage	Under company fleet policy	$156/year
Collision-Comprehensive	N/A	
How many accident claims has the program had since its inception?	1	
In how many of these accidents was the company vanpool driver responsible?	None	

FARES

DAILY ROUND TRIP LENGTH		
Longest:	130 km	$20.00/wk
Shortest:	50 km	$20.00/wk
Average:	60 km	$20.00/wk

CARPOOL PROGRAM No

COMMENTS N/A